

Appendix D
Evaluation Research Plan for Personal Services Contracts Program
Statewide Blanket Waiver Pilot Program
Preliminary Research Strategy of December 12, 2003
DISCUSSION DRAFT FOR HR FORUM MEETING

DPA's Goals for Blanket Waiver Pilot Program

1. DPA focus on contracts that have a direct impact on the state personnel system.
2. Monitor, audit, and consult with departments on personal services contracts activities.
3. Implement a process that expands the current waiver process to allow departments greater flexibility to approve personal services contracts internally.
4. If pilot is successful, pursue full implementation for all state departments.
5. Gives departments greater responsibility and flexibility in approving personal services contracts.

Pilot Program Advantages

1. The number of personal services contracts reviewed by Department/Agency/Institution Human Resources Offices (DHR) limited to those approvable under CRS 24-50-504(2)(a) and CRS 24-50-503. Individual department waiver will no longer be necessary.
2. Process will eliminate four days from review process for contracts that meet conditions of the blanket waiver.
3. Process has short implementation period and does NOT require further rulemaking or statutory changes.

Key Questions for the Evaluation: What do we want to evaluate?

1. Time saved by department/agency/institutions' end-users in obtaining approvals?
2. Administrative time and cost savings (by the Personal Services Contracts Program of the Colorado Department of Personnel and Administration "DPA", agencies/institutions' HR, or agencies/institutions' HR, or end-users)?
3. Do DHR staff have the knowledge, training, and resources to do the job? Has DPA provided adequate training & resources to DHR offices? If not, what other training or resources are needed?
4. Impact on DHR staff, including morale and workload issues. Impact on agencies / departments, in general.
5. How does centralization versus decentralizations of functions, including DHR review and approval, affect the process?
6. Does the waiver make better sense statewide? Is the pilot process adding value to DPA and the rest of the State? Is value being added to the State by DPA switching from reviewing and approving personal services requests to training and audit? If not, what else can be done that would add more value?
7. What can be done to further educate staff outside of HR regarding personal services requirements and the need for review?
8. Are there any additional risk areas that need to be addressed? How can risks be reduced, especially as they relate to independent contractor issues and the IRS's problems with misclassification of employees as contractors?
9. Why are some departments choosing not to participate in the Pilot?
10. Other key questions?

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What the Evaluation Should Test

1. Is there duplicative review of contracts by HR and DPA?
2. Current staff hours (both DPA and departmental) required to establish or renew individual department waivers versus staff hours required to perform the ongoing duties associated with reviewing and approving requests for personal services contracts/purchase orders.
3. Verify (document) the elimination of four days of central review process.
4. Identify how much time and effort is added, if any, to HR offices' on-going workloads, after the initial pilot program is implemented in each department.
5. Whether new waiver process is in compliance with statutes and administrative rules.
6. The efficiency of the new waiver process and any differences attributable to the size or type of department/agency/institution (e.g., Higher Education versus non-Higher Education).
7. The efficiency of the implementation of the Pilot Program and any variations by size or type of department/agency/institution (e.g., Higher Education versus non-Higher Education).
8. Patterns of practices and changes in those patterns (both by DPA and HR offices).
9. What other things should the evaluation test?